

# Schenker Deutschland AG

## Situation:

In 2005 Schenker Deutschland AG were not happy with their language provider. They complained that the classes were too unstructured and informal. They needed a provider who was flexible, who understood several diverse business areas but who would be able to structure a course. Later down the line during Covid they needed a more virtual solution.

## The Issue:

The language of logistics is English. In operations, several of the staff did not have English during their traineeship nor much English at school. Those employees who worked in other areas often did not have enough practice nor had their school English prepared them for business skills such as meetings, teleconferences, presentations, emails and negotiations. When Covid hit, they needed a school which could react fast.

## Method:

In-Situ offered weekly 1-1 courses in the head office, each tailored to each student, initially in Air/sea freight and marketing. The courses were successful and In-Situ quickly received requests from a total of 52 other departments throughout Germany and the Netherlands. In-Situ decided to take a more corporate and global approach and, after becoming a TOEIC centre, offered the TOEIC test as a measuring tool for English levels. Following several successful years of group, TOEIC and 1-1 courses, In-situ was requested to design some seminars for the Schenker employee catalogue. Now, 3 of In-Situ's seminars are in the corporate catalogue, including Typical German Mistakes, Advanced Logistics and Communication in Logistics.

## Tactics:

Total immersion (no translation into English), repetition, holding presentations on their respective jobs, using visual aids and describing them, grammar at all levels, vocabulary required for the jobs, e-mails in-situ and virtual courses which we started in 2015

## Results:

Since 2005 In-Situ has been teaching 1-1 courses, group courses, TOEIC exams, TOEFL exams German courses and seminars to the following subsidiaries in the following cities and countries: Schenker Deutschland AG: Schenker AG, DB International, DB Cargo, Transa, Schenker Netherlands in Utrecht, Amsterdam, Frankfurt, Hamburg, Berlin, Coburg, Leipzig, Mainz, Nuremberg, Duesseldorf and Koblenz. More than 100 DB staff have passed their TOEIC exams with gold (87%+)